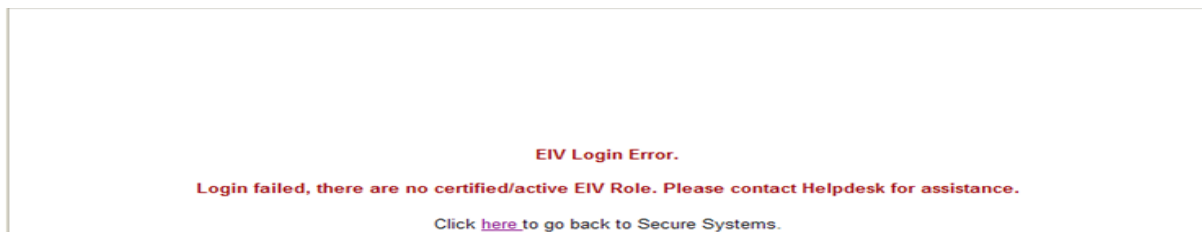


From: PIH.RHIIP.TA
Sent: Wednesday, February 02, 2011 9:59 AM
To: PIH.RHIIP.TA
Subject: PIH RHIIP Message 2011-05: How to Fix EIV Login Error Message
Importance: High

WASS has populated EIV with a termination date of 01/31/2011 in EIV's User Maintenance for some EIV users. As such, a user may obtain an error message that says **"EIV Login Error. Login failed, there are not certified/active EIV role. Please contact Helpdesk for assistance."** See sample screenshot below. If you are not experiencing difficulty accessing the PIH EIV system, no action is required and you may disregard this message. PIH EIV access is handled by the EIV Coordinator in your local HUD office. PIH EIV Coordinator information is available online at: <http://www.hud.gov/offices/pih/programs/ph/rhiip/docs/eiv-coord.pdf>.

We apologize for this inconvenience and we are working to see if we can implement an automated resolution of this issue for all PIH EIV users who are impacted by the EIV Login Error message. Do not contact the help desk, instead, PHA staff with WASS System Administration rights should follow the guidance below to have this issue resolved immediately.

EIV Login Error Screenshot:



EIV Login Error is Caused by Termination Date Populated in EIV User Maintenance:

User Administration >> [User Maintenance](#) >> User Details

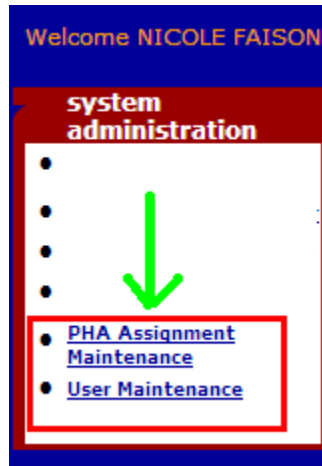
Enter a valid Expiration Date and click Update:

User ID	M
First Name	
Last Name	
Code	
Expiration Date in the format (mm/dd/yyyy) :	01/31/2011
Reason for User Expiration	Select one..
<input type="button" value="Update"/>	

User Expiration History

There is no User Expiration History for this user.

To resolve the EIV Login Error message, do the following in WASS User Administration:



1. Remove PHA Assignment for EIV External User

- From the Secure Systems Main Menu screen, click on **PHA Assignment Maintenance**. The following screen will be displayed:

PHA Assignment Maintenance

Please enter a User Id:	
User ID	<input type="text"/>
Choose a Function:	
	Assign PHA <input type="button" value="v"/>
For Assign PHA, provide one of the following:	
PHA ID	<input type="text"/>
State	<input type="text" value="v"/>
If selected criterion is State, sort by	
	PHA ID <input type="button" value="v"/>

- Type in the user ID. All alpha characters must be capitalized (otherwise the following error message will be displayed: **Validation error: You cannot complete this function due to the following error(s). Validation Messages: User MXXXXX not found.** Then click on the **V** (arrow down button) and select **View or Unassign PHA**. Then click the **Submit** button.

User Maintenance

Validation Error	
You cannot complete this function due to the following error(s).	
Validation Messages:	
•	User [] not found.

- The following screen will be displayed. Click within the checkbox to the left of the **PIH-EIV-External User** role description to insert a check in the checkbox and click the **Submit** button.

View/Unassign PHA for User M []

To unassign a PHA, check the box and click submit.			
<input type="checkbox"/> Select/Deselect All			
PHA ID	PHA Name	Role Code	Role Description
<input type="checkbox"/> CA069	THE HOUSING AUTHORITY OF THE CITY OF MADERA	EIV	PIH - EIV - External User
<input type="checkbox"/> CA056	HOUSING AUTHORITY OF THE CITY OF SAN JOSE	EIV	PIH - EIV - External User
<input type="checkbox"/> CA059	HOUSING AUTHORITY OF THE COUNTY SANTA CLARA	EIV	PIH - EIV - External User

- The following screen will be displayed. Click **OK**.

Successful Transaction	
You have successfully unassigned the PHA from User M [] [].	

2. Remove PIH EIV External Role

- From the Secure Systems Main Menu screen, click on **User Maintenance**. The following screen will be displayed:

User Maintenance

On this form, you can either add a new User, search for a User by User ID, or search for Users by entering your search criteria.

Add New User

To add a new User to Secure Systems, click the 'Add New User' button.

Search by User ID

To search for a User by User ID, enter a User ID and then click the "Search for User" button.

User ID [What's This?](#)

- Type in the user ID. All alpha characters must be capitalized (otherwise the following error message will be displayed: **Validation error: You cannot complete this function due to the following error(s). Validation Messages: User MXXXXX not found.**

User Maintenance

Validation Error


You cannot complete this function due to the following error(s).

Validation Messages:

- User not found.

- The following screen will be displayed. Click on the blue **V** (arrow down button) and select **Maintain User Profile – Roles**. Then click the **Submit** button.

Maintain User M

User Information	
User ID	M <input type="text"/>
First Name	<input type="text"/>
Middle Initial	C
Last Name	<input type="text"/>
User Status	Active
Coordinator	No
User Type	PHA User/Business Partner
Choose a Function	
<input type="button" value="Maintain User Information"/> 	
<div style="border: 1px solid blue; padding: 2px;"><div style="border: 1px solid red; padding: 2px;">Maintain User Profile - Roles</div></div>	
Reset User Password	

- The following screen will be displayed. Click within the checkbox to the left of the **EIV-PIH-EIV-External User** role description to remove the checkmark and click the **Assign/Unassign Roles** button. This action will remove the EIV role.

Assign/Unassign Roles for User M

User Information	
User ID	M
First Name	
Middle Initial	C
Last Name	
User Status	Active
Coordinator	No
User Type	PHA User/Business Partner

Please check/uncheck boxes to assign/unassign roles to the user
 Disabled roles cannot be unassigned until they are removed in the appropriate Assignment Maintenance screens

[EIV](#) | [PIC](#) | [PICTST](#) | [SAGIS](#) |

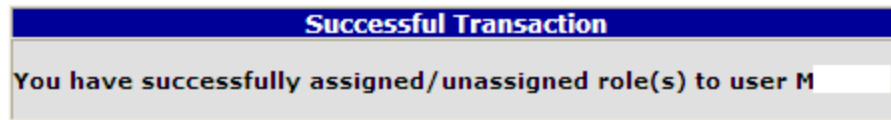
EIV - Enterprise Income Verification	
<input type="checkbox"/>	CAC - EIV - MF - Contract Administrator Coordi
<input type="checkbox"/>	CAU - EIV - MF - Contract Administrator User
<input checked="" type="checkbox"/>	EIV - PIH - EIV - External User
<input type="checkbox"/>	HSC - MF - EIV - Housing Coordinator
<input type="checkbox"/>	HSU - MF - EIV - Non-HUD User

- The following screen will be displayed. Click the **Confirm** button. Then click **OK** button.

Assign/Unassign Role Confirmation for User M

No roles were selected to assign.		
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Roles to UnAssign from User M		
System Code	Role Code	Role Description
EIV	EIV	PIH - EIV - External User



3. Add PHA Assignment for EIV External Role

- The Maintain User screen is displayed.
- Click within the checkbox to the left of the **EIV-PIH-EIV-External User** role description to insert a checkmark in the checkbox and click the **Assign/Unassign Roles** button. This action will add the EIV role.

Assign/Unassign Roles for User M

User Information	
User ID	M [redacted]
First Name	[redacted]
Middle Initial	C
Last Name	[redacted]
User Status	Active
Coordinator	No
User Type	PHA User/Business Partner

Please check/uncheck boxes to assign/unassign roles to the user

Disabled roles cannot be unassigned until they are removed in the appropriate Assignment Maintenance screens

[EIV](#) | [PIC](#) | [PICTST](#) | [SAGIS](#) |

EIV - Enterprise Income Verification	
<input type="checkbox"/>	CAC - EIV - MF - Contract Administrator Coordi
<input type="checkbox"/>	CAU - EIV - MF - Contract Administrator User
<input type="checkbox"/>	EIV - PIH - EIV - External User
<input type="checkbox"/>	HSC - MF - EIV - Housing Coordinator
<input type="checkbox"/>	HSU - MF - EIV - Non-HUD User

- The following screen will be displayed. Click the **Confirm** button. Then click **OK** button.

Assign/Unassign Role Confirmation for User M

Roles to Assign to User M		
System Code	Role Code	Role Description
EIV	EIV	PIH - EIV - External User

No roles were selected to unassign.

Confirm

Cancel

Successful Transaction

You have successfully assigned/unassigned role(s) to user M.

OK

4. Assign PHA to the EIV External User

- From the Secure Systems Main Menu screen, click on **PHA Assignment Maintenance**. The following screen will be displayed:

PHA Assignment Maintenance

Please enter a User Id:	
User ID	<input type="text"/>
Choose a Function:	
	Assign PHA <input type="button" value="v"/>
For Assign PHA, provide one of the following:	
PHA ID	<input type="text"/>
State	<input type="text" value="v"/>
If selected criterion is State, sort by	
	PHA ID <input type="button" value="v"/>

Submit

Cancel

- Type in the user ID. All alpha characters must be capitalized (otherwise the following error message will be displayed: **Validation error: You cannot complete this function due to the following error(s). Validation Messages: User MXXXXXX not found.** Then enter the PHA code (all alpha characters must be capitalized) in the PHA ID text box (**Assign PHA** should be displayed in the Choose a Function box) and click the **Submit** button to assign the PHA code to the user. [Note: to add multiple PHA Codes within the same state, select the applicable state (instead of entering the PHA ID) from the state drop down menu and then select the applicable PHA codes from the displayed list.]
- The following screen will be displayed. Click on the **PIH-EIV-External User (EIV-EIV)** role description section and click on the applicable **PHA ID- PHA Name** listed in the PHA ID section, then click the **Submit** button.

Assign PHA for User M []

Choose a Role:	
Role Description (System ID - Role Code)	
	PIH - EIV - External User (EIV - EIV)
Choose at least one PHA:	
PHA ID - PHA Name	
CA059 - HOUSING AUTHORITY OF THE COUNTY SANTA CLARA	

Assign PHA for User M []

Choose a Role:	
Role Description (System ID - Role Code)	
	PIH - EIV - External User (EIV - EIV)
Choose at least one PHA:	
PHA ID - PHA Name	
CA059 - HOUSING AUTHORITY OF THE COUNTY SANTA CLARA	

- The following screen will be displayed. Click the **Confirm** button. Then click **OK** button.

Assign PHA Confirmation for User M

User Information	
User ID	M
First Name	
Middle Initial	C
Last Name	

PHAs to Assign to User M for Role EIV .	
PHA ID	PHA Name
CA059	HOUSING AUTHORITY OF THE COUNTY SANTA CLARA

Successful Transaction	
You have successfully assigned the PHA to User M [].	

OK

Now you will be able to access EIV. The termination date is removed from EIV User Maintenance as noted in below screenshot.

User Administration >> [User Maintenance](#) >> User Details

Enter a valid Expiration Date and click Update:	
User ID	M
First Name	
Last Name	
Code	
Expiration Date in the format (mm/dd/yyyy) :	
Reason for User Expiration	Select one..
Update	

User Expiration History
There is no User Expiration History for this user.

Note: If you only administer PIH rental housing assistance programs make sure that only the EIV role checked (and grayed out) in WASS User Maintenance is **EIV-PIH-EIV-External User**. If any other EIV roles are checked and you do not administer Multifamily Housing (MFH) rental assistance programs), this will prevent you from accessing PIH EIV.

Assign/Unassign Roles for User M

User Information	
User ID	M
First Name	
Middle Initial	C
Last Name	
User Status	Active
Coordinator	No
User Type	PHA User/Business Partner

Please check/uncheck boxes to assign/unassign roles to the user	
Disabled roles cannot be unassigned until they are removed in the appropriate Assignment Maintenance screens	
EIV PIC PICTST SAGIS	
EIV - Enterprise Income Verification	
<input type="checkbox"/>	CAC - EIV - MF - Contract Administrator Coordi
<input type="checkbox"/>	CAU - EIV - MF - Contract Administrator User
<input type="checkbox"/>	EIV - PIH - EIV - External User
<input type="checkbox"/>	HSC - MF - EIV - Housing Coordinator
<input type="checkbox"/>	HSU - MF - EIV - Non-HUD User